



PA Voter Services - Keystone Login Migration

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Keystone Login

Keystone Login Account

Effective July 11, 2019, the PA Voter Services website will no longer accept user accounts from the PA Login platform. Going forward, all users are required to create a new (or associate an existing) Keystone Login Account to access the PA Voter Services website. Users can create their Keystone Login Account by accessing the Keystone Login website below.

<https://keystonelogin.pa.gov/>



Register

Personal Information:

First Name *

Last Name *

Date Of Birth *

Contact Information:

Email

Mobile Phone Number

Login Information:

Username *

The password must pass these rules:

- Must be between 8 to 128 characters in length.
- Do not include any of your username, your first name, or your last name



PA Voter Services

Linking a New Keystone Login Account with an Existing Pennsylvania Voter Registration Record

The process begins with the user creating a Keystone Login account. Once this is accomplished, the user will then be able to log into the PA Voter Services website by clicking **[Login]**.

The screenshot displays the Pennsylvania Department of State website. At the top, there is a navigation bar with the text "DEPARTMENT OF STATE" on the left, and language options "English" and "Español", along with "HOME" and "OTHER LINKS" on the right. Below the navigation bar, the main content area is divided into three columns of service links. The first column, titled "Voter Services", includes links for Login, Absentee Ballot Application, Find Voter Registration Status, Find Voter Application Status, Find Your Polling Place, Voter Registration - NEW!, Provisional Ballot Search, and Voter Hall of Fame. The second column, titled "Election Services", includes links for Election Event Calendar, Election Night Returns, and Report Election Complaints. The third column, titled "Other Key Services", includes links for County Contact List, SURE Forum, and Purchase PA Full Voter Export. At the bottom of the page, there is a footer with links for "PRIVACY POLICY", "SECURITY POLICY", "AGENCIES", and "CONTACT US", followed by the copyright notice "COPYRIGHT © 2019 COMMONWEALTH OF PENNSYLVANIA. ALL RIGHTS RESERVED."



Once the login page displays, the user should enter their Keystone Login Account User ID and Password and click the **[Login]** button.

DEPARTMENT OF STATE [English](#) [Español](#) [HOME](#) [OTHER LINKS](#)

LOGIN

Please enter your *Keystone Login* User ID and Password.

If this is your first time logging into PA Voter Services since July 11, 2019, please sign up for a new account here [Keystone Login](#). The Department recently transitioned to a more secure account service and all users are required to create an account with Keystone Login to replace their previous account.

PLEASE NOTE: If you are a Pennsylvania resident registering for a Keystone Login account, your first name and last name must be the same first name and last name that are listed on your Pennsylvania voter registration record. (Please do not use your middle initial or name when creating your Keystone Login User ID.) If these names do not match, the system will not be able to properly link your new Keystone Login account to your Pennsylvania voter record.

For step-by-step instructions on how to create a Keystone Account, please visit our [Keystone Login Resource Page](#).

User ID

Password

[Login](#)

[Forgot your password?](#)

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The user will then be directed to the PA Voter Services page and will be required to link their Keystone Login Account to their Pennsylvania voter registration record. This can be accomplished by entering the user's Date of Birth, Pennsylvania County of Voter Registration, Pennsylvania City of Voter Registration and clicking the **[Submit]** button.

DEPARTMENT OF STATE [English](#) [Español](#) [HOME](#) [OTHER LINKS](#)

Date Of Birth (mm/dd/yyyy)

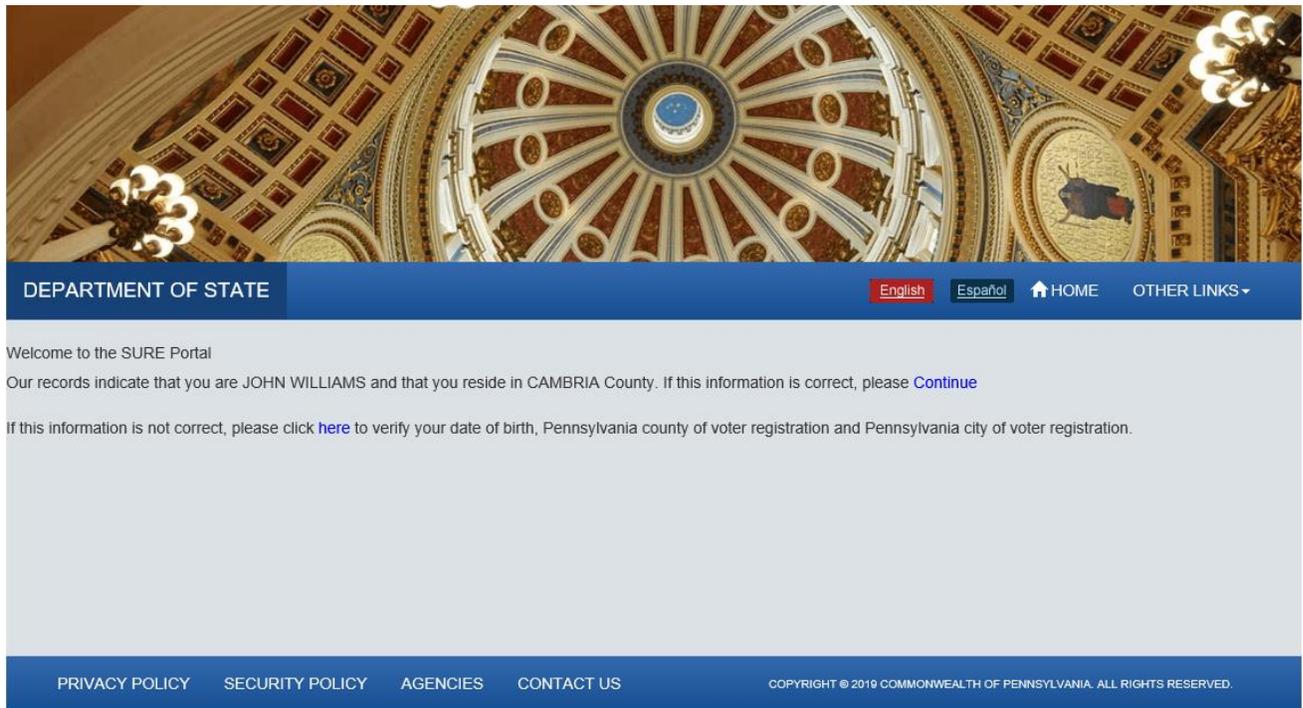
Pennsylvania County of Voter Registration

Pennsylvania City of Voter Registration

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Upon successful validation, the 'Welcome to the SURE Portal' page will display. At this point, the process is complete and can select the [Continue](#) link to access information within PA Voter Services or select the [here](#) link to modify information entered on the previous page.





Attempting to Logon with an Invalid Keystone Login Account User ID or Password

If a user does not remember his/her Keystone Login account credentials, the following scenario will apply. From the PA Voter Services Login Page, if the user enters an invalid Keystone Login Account User ID or Password and clicks [**Login**], an error message is displayed to indicate the error and provides the user with the option to enter their correct Keystone Login Account User ID or Password or access the Keystone Login Registration Page to create a Keystone Login account if they are a new user during their first attempt.

DEPARTMENT OF STATE English Español [HOME](#) [OTHER LINKS](#)

LOGIN

Please enter your *Keystone Login* User ID and Password.

If this is your first time logging into PA Voter Services since July 11, 2019, please sign up for a new account here [Keystone Login](#). The Department recently transitioned to a more secure account service and all users are required to create an account with *Keystone Login* to replace their previous account.

PLEASE NOTE: If you are a Pennsylvania resident registering for a *Keystone Login* account, your first name and last name must be the same first name and last name that are listed on your Pennsylvania voter registration record. (Please do not use your middle initial or name when creating your *Keystone Login* User ID.) If these names do not match, the system will not be able to properly link your new *Keystone Login* account to your Pennsylvania voter record.

For step-by-step instructions on how to create a *Keystone* Account, please visit our [Keystone Login Resource Page](#).

User ID

Password

[Login](#)

[Forgot your password?](#)

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The below pop-up message will be displayed if an invalid User ID or Password is provided.

Existing Keystone Account?

Your user name or password may be incorrect. If you recently created a new account (Keystone Login), please select Yes to confirm your username and password are correct. To create a new Keystone Login account, select No. You may also contact the Help Desk at 866-472-7873 if you have any questions or if you feel you've received this message in error.

Yes No

If the user clicks 'No', the user is redirected to the Keystone Login Registration Page to create a Keystone Login Account after clicking 'OK' for the below pop-up message.

Create Keystone Account

You will be redirected to the Keystone Login Registration page to create a new account (Keystone Login). Once your registration is complete, you may return to PA voter services to log in with your new account information (Keystone Login).

OK



Register

Personal Information:

First Name *

Last Name *

Date Of Birth *

Contact Information:

Email

Mobile Phone Number

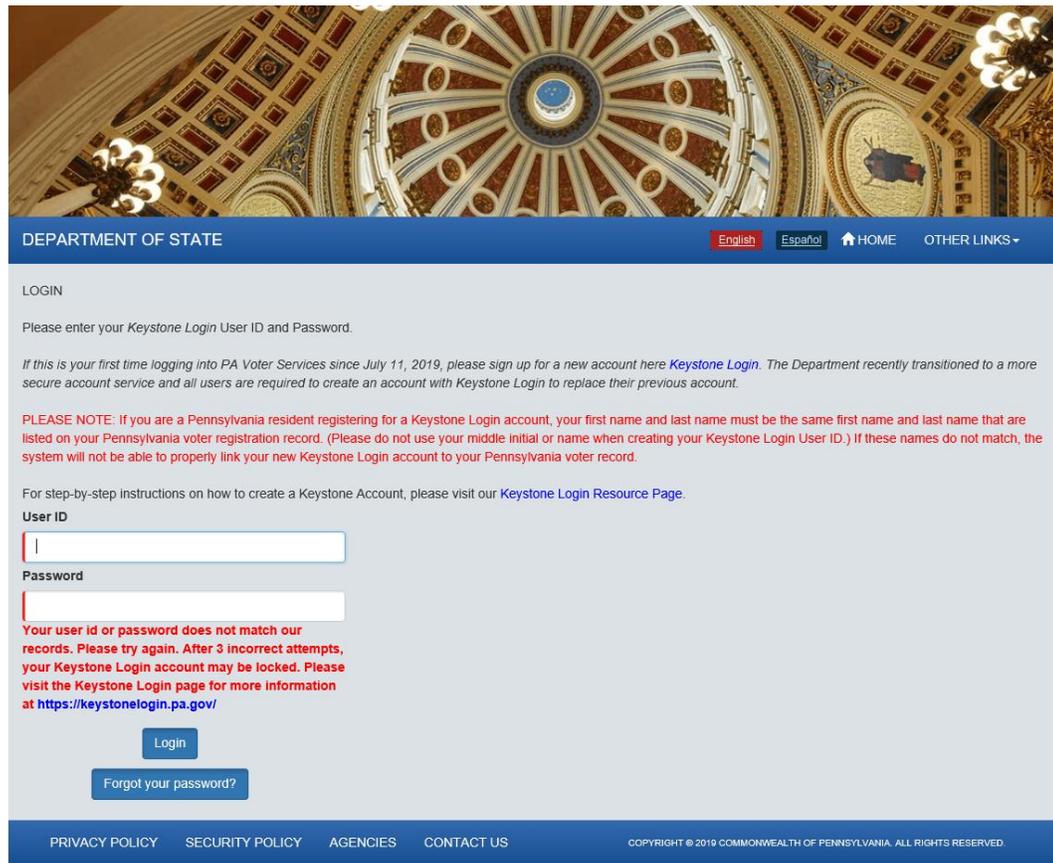
Login Information:

Username *

The password must pass these rules:

- Must be between 8 to 128 characters in length.
- Do not include any of your username, your first name, or your last name

If the user clicks 'Yes', the following page is displayed to indicate the error and provides the user with the option to enter their correct Keystone Login Account User ID or Password.



The screenshot shows the Pennsylvania Department of State website's login page. At the top, there is a navigation bar with "English" and "Español" language options, a "HOME" button, and "OTHER LINKS". Below this is a "LOGIN" section with the instruction: "Please enter your Keystone Login User ID and Password." A note states: "If this is your first time logging into PA Voter Services since July 11, 2019, please sign up for a new account here [Keystone Login](#). The Department recently transitioned to a more secure account service and all users are required to create an account with Keystone Login to replace their previous account." A red "PLEASE NOTE" message reads: "PLEASE NOTE: If you are a Pennsylvania resident registering for a Keystone Login account, your first name and last name must be the same first name and last name that are listed on your Pennsylvania voter registration record. (Please do not use your middle initial or name when creating your Keystone Login User ID.) If these names do not match, the system will not be able to properly link your new Keystone Login account to your Pennsylvania voter record." Below this is a link to the "Keystone Login Resource Page". There are two input fields: "User ID" and "Password". A red error message is displayed below the fields: "Your user id or password does not match our records. Please try again. After 3 incorrect attempts, your Keystone Login account may be locked. Please visit the Keystone Login page for more information at <https://keystonelogin.pa.gov/>". There are "Login" and "Forgot your password?" buttons. The footer contains "PRIVACY POLICY", "SECURITY POLICY", "AGENCIES", "CONTACT US", and "COPYRIGHT © 2019 COMMONWEALTH OF PENNSYLVANIA. ALL RIGHTS RESERVED."

Note: The same error message will be displayed when subsequent attempts are made to login with an invalid user ID or password.